

# Transforming the Patient Experience

INDUSTRY  
**Healthcare**

CONCORD CAPABILITY  
**Digital & User Experience**

## Project Overview //

A large healthcare provider was opening a new state-of-the-art clinical service facility. Designed to be a leader in modern healthcare, the provider aimed to implement technology solutions to enhance the experience for patients, as well as clinical staff and care providers. This vision included the use of mobile devices, monitors, and interactive smart devices to streamline processes, save time, and increase efficiency.

After identifying, documenting, and prioritizing business use cases for mobile devices, Concord developed an onboarding and delivery strategy for Mobile Device and Application Management.

## Project Results //

Concord quickly obtained signoff of business requirements and aligned project teams to successfully go-live with the mobile devices in the clinics. The documentation and strategy used for this clinic is now being used for other enterprise mobile initiatives. Saving time, saving money - that's the Concord way.